

# CANDIDATE NAME

## ADMINISTRATIVE PROFESSIONAL

### CORE SKILLS

- Front Desk Operations
- Data Entry
- Event Coordination
- Scheduling
- Travel Arrangement
- Organization
- Customer Service Skills
- Purchase Order Tracking
- Office Supplies Management
- Filing/Document Control

### EDUCATION

 HIGH SCHOOL DIPLOMA

Highly detail-oriented and organized **Administrative Assistant** with over 8 years of experience efficiently providing **full-spectrum clerical support** in busy office environments. **Aerospace** experience gained at **COMPANY E** as **Administrative Shipping Clerk**. Skilled in **scheduling**, travel arrangement, event planning/coordination, **large-volume data entry**, **front desk duties**, and **recordkeeping**. Routinely manages, maintains, and creates correspondence and other documentation with skill in proofreading. Demonstrates exceptional **customer service** skills and **effective time management**. Enthusiastic individual with a **positive attitude** and **excellent phone etiquette**. Multitasks and prioritizes to effectively manage multiple projects simultaneously in fast-paced settings. Computer savvy with proficiency in **MS Office** (Word, Excel, Outlook) and skill in creating/managing databases. Adept with **Oracle**, **SAP**, **QuickBooks**, **Adobe**, **ADP**, and **SharePoint** applications. Typing speed of **55 WPM**.

### EXPERIENCE

#### FRAUD ANALYST, COMPANY A

*2020 - 2021*

Monitor and review E Commerce transaction data and Fashion Nova member accounts for suspicious activity and potentially fraudulent activity. Approve or cancel sales orders in accordance with preestablished fraud guidelines. Assist customer service representatives with customer inquiries or issues regarding customer accounts and order statuses. Verify all fraud-related documentation to perform due diligence on any fraud-related activities. Perform administrative and clerical tasks such as filing, following up on email correspondences, and data entry.

#### E-COMMERCE SPECIALIST, COMPANY B

*2019 - 2020*

Work based from home, heavy Customer Service Responding to emails from customers with issues regarding product, website, delivery status, orders, and knowledge of products. Answering incoming calls from customers pertaining to web issues. Reports, filing maintenance, manage large business accounts, contacting customers, and taking order payments. Assisting shipping department with packaging labeled and tracking information. Daily requirement of emails. Heavy Data Entry.

## GUEST SERVICE REPRESENTATIVE, COMPANY C

*2019 - 2019*

Front Desk- Checking guest in/ out for their stay. Working with a dual property which is AC/Residence inn by Marriott. Helping guest hold luggage, assistance with reservations, heavy customer service, Bonvoy enrollments, cash expense, printing shift reports, working with engineering and housekeeping. Heavy phone calls. Mail room duties, excepting and signing for packages and mail organization. Typing letters to customers when needed. Cashier, contingency reports, opening/closing shift reports. Filing, copy and fax duties. Maintain cleanliness of office space.

## ADMINISTRATIVE TASK COORDINATOR, COMPANY D

*2018 - 2019*

Heavy customer service in person and over the phone. Responding to emails through Outlook daily. A lot of Internet usage through Google Chrome. Responsible for outbound duties, answering telephone systems, Schedule appointments for customers, waving out orders, assigning pickers orders, help resolve issues for pickers, assigning orders to specific staging lanes. Checking in drivers and checking drivers out that's picking up orders. Sealing drivers trailers when completed. Auditing paperwork before submitting to the office. Filing, copy and fax duties.

## ADMINISTRATIVE SHIPPING CLERK, COMPANY E

*2017 - 2018*

Setting appointments for vendors, meeting set ups. Heavy computer applications using Excel, MS Word, outlook, QuickBooks, and ADP systems. Shipping systems which include FedEx, UPS, USPS and On Trac, shipping packages, creating packaging labels in the system, preparing packages for shipments, greeting customers daily, customer support, billing vendors, taking payments from vendors, contacting vendors, Preparing job reviews for weekly meetings, daily shipments of sheet metal to several vendors, writing up PO's, managing the biggest vendors PO'S, invoices and shipping. Filing duties, preparing cards for jobs that are being quoted, responding to emails daily using outlook, answering all incoming calls and transferring calls to appropriate persons. Managing warehouse duties included: inventory of parts.

## ACCOUNTING ADMIN MANAGER, COMPANY F

*2013 - 2017*

Billing/Handling collections with customers, in person and over the phone, Post dealer contracts, preparing payroll and commissions for sales people, Post EFT's, DMV processing, answering telephone systems, Balance banking and funding using Microsoft Excel, payoff flooring, process dealer agreements, prepping managers reports for CEO CFO and the Controller, type letters and memos, sending weekly emails out to the head managers and colleagues. Answering phone systems and processing payable and receivables for vendors. Heavy customer service inbound and outbound calls. Data entry. Maintain cleanliness of office.